



Product Feedback Policy

How We Handle Feedback & Feature Requests

At Gabriel Software we are always looking to improve our product and the best way for us to do that is to collect your feedback.

In order to collect feedback and deliver it directly to our product team, we give all our customers access to Pendo Feedback (formerly Receptive) right from within our application.

The Benefits of Pendo Feedback

Rather than having your great ideas lost in an email inbox somewhere, Pendo Feedback ensures that your voice is heard.

You can now have a direct and visible impact on where our product is heading and the features which we implement.

You'll be able to understand our decision-making process and receive feedback on your ideas from our Product Team.

In short, you'll be intrinsically linked to the development of our product. And that means a better product for everyone.

How to Use Pendo Feedback

To submit your feedback, simply click on the Suggestions tab on the right-hand side of the screen within the Gabriel Application. Press **Make a Suggestion** button and tell us what's on your mind!

This brief 3 minute video shows you how easy it is to submit product enhancements and see our product road map!

[Gabriel Product Suggestions and Road Map](#)

The Gabriel Feedback Process

All new feedback is reviewed weekly to ensure it's not already an existing feature or something that we can help you with right away. Then it will be moved to "Awaiting Feedback" status to gauge demand from our other users and team members.



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In our Monthly roadmap meetings, our product team and stakeholders will review all of our customer requests and determine which ones are being asked for by multiple customers and determine which ones will progress to the planned stage and a road map.

Due to limited resources we will only move those items into planned that we believe we can build within the next 90 days. Other enhancements may stay in Awaiting Feedback until we are able to promote them to planned.

When you submit a suggestion, make sure it is clearly written, with details about what you're trying to accomplish, your current workaround (if you have one), what problems you're having, and any other details that will help build a case for why this is an important request to you.

Once the feedback has been reviewed, the status of it will change accordingly and you'll be made aware of any status changes and progress.

Notifications

When you submit feedback or vote on other people's ideas, you'll automatically start to receive notifications about the features you've expressed an interest in. These will come from feedback@gabrielsoft.com.

You'll be notified when:

- Your request is initially reviewed.
- Items you vote on are reviewed, updated, or released.
- Comments are added to requests that you've submitted or voted on.

If you don't want to receive notifications, then click on the "Manage Email Preferences" link in the footer of any emails you receive from Pendo/Receptive.

Statuses

The status of each request will change over time. The list below explains what each status means.

- **Awaiting feedback**
 - Awaiting feedback means "We're gauging demand for this idea."
- **Planned**



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- Planned is used for requests which we have decided to build at some point in the future.
- **Building**
 - Building means that this enhancement is being programmed and tested by product development.
- **Released**
 - Released is the final status that a request is given, meaning that it is now rolled out as part of our product.
- **Declined**
 - Declined is used for requests that come in that may be already in the product or for suggestions that don't currently fit into our product strategy.

Roadmap

Our Roadmap contains all enhancements in the planned, building and released statuses. The Gabriel Product Road Map is visible on Pendo Feedback after logging in to Gabriel and pressing the Suggestions tab.